

For Counties using mail-based PIN issuance, Contractor shall provide, install and maintain the equipment necessary to change PINs in one or more locations in each county. Each county will determine the required number of locations.

Counties using mail-based card issuance shall also be equipped with card personalization equipment and card stock to allow over the counter card issuance on a case-by-case basis. Each county will determine the required number of locations for over-the-counter card issuance.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.3 Expedited Issuance

The EBT system shall be able to provide same-day account set-up, benefit authorization and card issuance in order to provide same-day access to benefits as may be required to meet program requirements.

For all counties, for expedited/immediate need cases, authorized county staff shall set-up an account and authorize benefits on-line using an administrative terminal or host-to-host interface. Card issuance and PIN selection shall also be done at a designated county location. As described above, the Contractor shall provide, install and maintain the required equipment to perform these functions in one or more locations in each county.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.4 Card Replacement

The Contractor shall handle reports of lost, stolen or inoperative cards through the 24-hour CSC. In the event that a recipient's card is reported lost, stolen, or inoperative through the CSC or through an administrative terminal transaction, the Contractor shall immediately deactivate the card. The recipient must receive a replacement card within three (3) business days of card deactivation. The Contractor shall, therefore, ensure that the replacement card is mailed not later than the U.S. Postal Service day following the request for the replacement card. Cards shall be mailed daily, Monday through Saturday, using first class postage. When an EBT card is replaced, the replacement card shall carry a new PAN. A PAN shall never be reissued. The Contractor shall maintain a log of cards reported lost, stolen, inoperative and card replacements. The log shall include date and time of call and reason for replacement, and method of replacement.

County Option: For issuance of replacement cards on existing cases, each county shall have the option to issue cards over-the-counter, or have the Contractor mail cards to recipients. The county may elect its card replacement method on a case-by-case basis.